



Dr. Du Education

EMPLOYEE HANDBOOK

WELCOME

Welcome back to Dr. Du Education!

We first welcomed you as a student to the centre, now we invite you to form part of the team that helps students achieve their highest potential.

For most of you, this is your first step into the 'real world'. We hope that we can make the 'real world' as enjoyable for you as possible, but we would like you to remember that this is job, not a hobby. We pride ourselves in the high-quality service that we provide, so as part of the team, we expect high levels of professionalism on your behalf, no matter what position you are in.

This employee handbook will go through all the do's and don'ts during your time here with us.

If you have any queries, feel free to ask HR.

YOUR EMPLOYMENT

You may require the following details when filling out forms/answering questions about your employment status (e.g. applying for Youth Allowance).

All staff are employed by **Dr. Du Education HR Pty Ltd** (ABN: 85 632 329 072) **ATF Dr. Du Education HR Trust** (ABN: 25 392 913 053).

Your employment is on a *casual* basis.

Your payment rates are gross (i.e. inclusive of super, if applicable). That is, if you meet the threshold for super (currently \$450/calendar month, pre-tax), the super component will automatically be sent to your designated superfund.

Tax payments are made under the PAYG system. No tax will be deducted up to the tax-free threshold (currently \$18,200/financial year). Once this threshold is met, we will automatically make deductions.

Payments are made weekly and you can print off your own payslips at the bottom of each week's work diary, once payment has been made.

HR will assess of your performance every term and review with you any areas of concern. Your payment rates will alter according to your performance review. Changes in remuneration will take effect Week 1 of Terms 1 and 3 each year.

CODE OF CONDUCT

In order to maintain the high quality and high efficiency of the services we provide; all staff members are required to follow a code of conduct. In addition to quality control, adherence to the code offers a level of protection both to you as an employee and to the company as a whole.

CONFIDENTIALITY

In the course of your employment, you may come across private and sensitive information, including but not limited to addresses, phone numbers and schools that students attend to. Under the *Privacy Act 1988*, Dr. Du Education only collects such information in providing and marketing our services.

Therefore, in accepting your position, you will not, during the course of your employment or thereafter, except with the consent of Dr. Du Education, as required by law or in the performance of your duties, use or disclose confidential information relating to the business of the employer, including but not limited to client details.

In addition, we ask all staff to refrain from sharing their personal payment rates with other co-workers.

COPYRIGHT AND OWNERSHIP OF DOCUMENTS

In your work, you will come in contact with, use, create various documents. All documents used and created during your working hours are considered property of Dr. Du Education. Copyright is also held by Dr. Du Education.

You may only use the documents for permitted purposes only – e.g. teaching, marking etc.

Documents, both soft and hard copy, are to remain on premises at all times, except when permission is granted by management.

CONFLICT OF INTERESTS

We understand that tutoring is a very common job taken up by recent graduates, and we do not restrict you from doing so, subject to two conditions:

1. The tuition services you provide are **private** (e.g. 1-to-1 lessons at home)
Employment at any other tuition centre is STRICTLY PROHIBITED
2. You do not take students from Dr. Du Education

WORKING WITH CHILDREN

The large majority of students at the Centres are minors, so staff need to exercise caution when interacting with students. In addition, all staff (above 18) are required to obtain a **Working With Children** check. If you are under 18, you can, but are not yet required to get the test. The check costs \$80 and has a validity period of 5 years. To apply for a check, please visit <https://wwccheck.cyp.nsw.gov.au/Applicants/Application>. Failure to get the check completed in a timely manner may result in us unable to allocate work.

PHONE USAGE

To ensure that all work is carried out professionally and efficiently, we implement a strict prohibition against the use of mobile phones during working hours.

DRESS CODE

To provide our customers a sense of professionalism, all staff are to follow a **Business Casual** dress code, as a minimum.

Specifically, you should not wear the following items to work:

- Singlet or otherwise revealing tops
- Tops with holes and/or cuts
- Short skirts & shorts
- Pants with holes and/or cuts
- Thongs, sandals, slippers

Hair should always be kept tidy – no extreme colours or styles.

PHOTOGRAPHIC CONSENT

In the course of your employment, we may take photographs of you for various purposes including but not limited to, documentation and marketing.

By accepting your employment, you agree that Dr. Du Education can take and/or use photographs of you for the purposes of maintaining a database, marketing etc.

CONSEQUENCES OF BREACH

In the unlikely event that you breach this code of conduct, HR will investigate each incident seriously. If the claim is found to be true, the following consequence may apply:

- Disciplinary action
- Termination of employment
- Legal action

WORK AVAILABILITY

The office will ask for your availabilities every semester/trimester. We will allocate you regular work based on these availabilities and we expect your availability not to change for the term. Once you have committed to your working days, please arrange any other activities around work.

In order to ensure the smooth running of the centre, we require all staff to **submit leave forms in advance**. The notice period varies depending on your position:

- Teachers – 4 weeks
- Office Administrators – 4 weeks
- Tutors (marking, documentation) – 2 weeks

You will not need to find your own replacement – the office will arrange.

You have **two** leave requests each term. Each period of leave can extend for **7 days**.

In the case on emergencies, please notify the office immediately.

If during office hours (10am – 6:30pm), please call the office directly. If outside of office hours, please call one the following numbers:

- Serena 0404 727 380
- Helen 0403 835 871
- Jenny 0415 361 185

Please note that leave is not always granted. In certain weeks (e.g. university exam weeks), a large number of staff may wish to take leave. However, if management is unable to find replacement tutors for all, leave will be granted to those who need it most (e.g. leave may be only given to tutors who have exams on that day).

APPENDIX A – KEY POINTS FOR TEACHERS

BEFORE CLASS

1. Be Prepared For Class

Make sure you are well prepared for your class. Lecture notes **must** be collected for preparation at least 24 hours before your class. Lecture notes (at least a draft version or a previous version) will be available one week prior. It is recommended that you pick up the following weeks' lecture notes after class each week.

All teachers are given a teaching preparation sheet which documents the topics each week throughout the term. Always double check that the material you have (i.e. lecture notes, quizzes, homework, solutions) are correct according to the sheet. If it is not the same, or you have any questions, see the office immediately.

2. Online Workshop (Forum)

The online workshop should be the primary method for students to ask questions. You should encourage all students to use the online workshop for any questions they have with the homework.

DURING CLASS

1. No Distractions During Class

You should not be distracted during class at any time – Mobile phones, iPad, books etc. are not be used/read during class time. When the class is doing the quiz, on break, etc., please use this time to read through your lecture notes or quiz solutions.

Please also ensure that students are focused and not using their phones in class. If there are students who are not focused and will not listen to you, please let the office know.

2. Noise During Class

There are generally multiple classes running at the same time, so it is necessary for teachers to keep the class controlled and quiet during class.

3. Quiz Supervision

The quiz marks are a very important indicator of a student's performance at the centre. Therefore, the quiz is to be done under strict supervision.

i) Minimal extra time

The quiz is designed to be finished within 15 minutes to allow for consistency between the different classes. Teachers can give up to a maximum of 5 minutes of extra time for 15-minute quizzes. 20-minute quizzes do not have any extra time allowances.

ii) Seating

Try to seat the students separately (at least one seat in between) as much as the classroom allows.

iii) Supervision

Make sure students do not cheat with their peers in the quiz.

Ensure that the solutions are not visible to students during the quiz.

Ensure that the quiz is done silently.

If possible, walk around the classroom during the quiz. This gives you an idea about the speed of your class as well as ensuring that students are completing the quiz independently.

4. Teaching Skills

When teaching a class, your job is to ensure that the students understand the material being taught. To do so, you are to:

i) Plan your lesson

When preparing for your class, you should be able to pick out the key areas in every weeks' lecture notes.

In your lesson, focus on these key areas and make sure the students have fully understood these areas at the end of the class.

Being fully prepared for your lesson is extremely vital – students can very easily identify when you are not prepared. Even if you have taught the lesson before, it is important to revise the material.

At first, the preparation may seem very tedious – for new teachers the preparation work usually takes between 2-6 hours each week.

ii) Interact with your students

Periodically check with the class that they understand each part. Don't just look at your notes and the board when teaching – look at the class and check to see if there are any students that look confused.

iii) Pay attention to new students

Your attendance roll shows you any students that are new to the centre and/or your class. To help students adjust to our classes, make some effort to ensure that they are coping with the lesson. Don't put too much pressure on new students in terms of answering questions in class as some students may have never learnt the material before.

iv) Create a bond with the students

Learn the names of your students, they will be YOUR class for the term, or even the rest of the year.

5. Timing

Each week's material is prepared so that you should cover the set of lecture notes just within the lecture time each week. Please keep this in mind when preparing and carrying out your class.

In the event that you do finish the lecture before the end of class, **DO NOT DISMISS THE CLASS EARLY**. You can use the remaining time to go through questions inside the new set of homework. If the office still

hasn't handed out the new homework, please see the office and they will provide you with the new homework.

Also, try not to keep your class in too long after the finishing time – 20 minutes overtime is maximum. A good indicator is to wrap up the class (i.e. put up top students, hand out marked homework) when the scheduled end time arrives.

6. Optional Questions

Level 3 questions of the homework are as the name states – OPTIONAL.

Whilst we encourage students to challenge themselves, students should put their main focus into Level 1 and 2 questions. Keeping up with the pace of the class and setting the foundations of each topic should be a priority for students, especially those with weaker grades.

Some examples within your lecture notes may be from Level 3. It is up to your judgment to choose the most appropriate questions/examples for your class.

7. Encouraging Students

It is very important for you as a teacher to keep track of how your student performs in both their homework and quizzes. Pay attention to the lesson report sheet – it shows everyone's performance in the class. These results are also a reflection of your teaching skills.

For the quiz & homework:

- Congratulate students who performed at the top of the class
- Show concern to students who fail the quiz and/or homework – just a quick question to try and understand why they didn't do well (e.g. "what didn't you get?" "did you run out of time?" "are there concepts you didn't understand from last week")

8. Administration

In your class boxes, there are bundles of quizzes and lecture notes, each with their own cover sheet. The office would have already written in the number of copies prepared. When handing out the quizzes and lecture notes, please also indicate how many copies you handed out.

When receiving the top student list and the lesson report at the end of the class, please also check that the sheets are correct – the office sometimes grabs the wrong sheet.

AFTER CLASS

1. Return Materials

Return all materials immediately after class. Any spare copies are to be returned to the office as well.

2. Class Results

As the teacher, you are responsible for the results of the students in your class. The lesson reports should give you a good indicator as to how your class is doing.

If you feel like a student is struggling in your class, inform the office and they can try figure out why the student's performance is not up to expectations.

3. Class Retainment Rate

Class retainment (re-enrolment for the following term) is a very crucial factor in determining who takes what classes in each term.

If class size drops by over 25%, your position as teacher of the class will be reconsidered.

4. Work Diary

Remember to fill in your work diary each day after work!

If you forget for any week, the office cannot write it in for you and pay will be late (at least a week late)

OUTSIDE CLASS

1. Communication With Students

Feel free to add your students on Facebook – some teachers provide some extra help to their students outside of class as well.

However, by doing so, you must also take up the responsibility of balancing your commitments.

2. Miscellaneous

When possible, do try to promote the other courses we offer at the Centre:

- Chemistry
- Physics
- English

APPENDIX B – KEY POINTS FOR TUTORS

Each homework booklet is subject to checking by the management. You will need to take full responsibility for each homework you mark, so please ensure there is a strict adherence with the guidelines provided.

1. Attempt Mark

This refers to the general completeness of the homework submitted. Relevant guidelines exist as to which grade to give.

Please note that:

- If there is **no working** for the question, indicate it on the paper with a question mark, and consider it as a 'wrong answer' when giving the grade.
- If the question is only **partially completed**, also indicate a question mark on their paper, and take it into consideration when giving the grade.

2. Accuracy Mark

In every book of homework, there are 10 questions that have been pre-selected as “detail mark” questions. These questions are to be marked with extreme care – on par with that of an exam question.

3. Quiet Marking

Marking is to be done quietly and independently.

APPENDIX C – KEY POINTS FOR OFFICE ADMINISTRATORS

In addition to the general guidelines provided in the previous pages, office administrators are also required to conduct their work in accordance to the following:

1. Security & Privacy

The privacy of students and customers is very important to us. There is to be no disclosure of any private information (e.g. school, address, phone number etc.) to anyone.

If you receive a request for any sensitive information (e.g. grades, login details etc.), you are to first confirm the identity of the person making the request (e.g. ask for student DOB, address)

2. Class Sizes

Class sizes are not to be disclosed to any parents, students etc. You may indicate that there is a difference between the sizes of the A class (Dr Du's class) and the other classes, but there is no need to go into exact figures of the class.

3. Online Workshop (Forum)

Mention to all new students when they enrol that they have access to the online forum for any questions about their homework each week.

If possible, also let their parents know about this service as well as the other features of our website that can be accessed using their login.

4. Dress Code

In addition to the dress code mentioned on Page 3, office administrators must also have their hair tied up.



Level 8, 11-15 Deane St, Burwood
Phone: 9715 2622

Level 2, 182 Forest Rd, Hurstville
Phone: 9586 3969

Email: office@drdueducation.com.au
www.drdueducation.com.au

Office Hours:
Monday to Sunday: 10am – 6.30pm